



# ***V-CAN Overview: Working Together to Improve Services to Indiana Families***

**Indiana Eligibility Modernization  
IBM Coalition  
Family and Social Services Admin. (FSSA)**

***Coming together is a beginning.  
Keeping together is progress.  
Working together is success.***

***- Henry Ford***

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# Indiana Eligibility Modernization

- FSSA is improving the way Indiana families apply for public assistance (cash assistance, food stamps and Medicaid/Hoosier Healthwise) by:
  - Adding new ways to apply for services using the Internet, phone, fax and mail
  - Inviting community organizations to help applicants and clients access public assistance application information in their offices
  - Using new technology to make better eligibility decisions that get families the right benefits
- These new ways to apply for services will start in different areas of the state during the next year, starting first in North Central Indiana in September of 2007.

# What is the V-CAN?

- V-CAN is the Voluntary Community Assistance Network.
  - Any social service provider or other agency that serves families who might need public assistance services can join the V-CAN.
  - V-CAN members can sign up to provide any kind of help to their clients – whether it is just to get up-to-date information about system changes or to offer access to start or finish applications.
  - V-CAN members can help their clients start applications for public assistance right in their office, using the Internet or phone (through a toll-free number).
  - V-CAN members can help their clients finish their applications by giving access to a phone or fax machine to send documents.

# Why Join the V-CAN?

- Your clients can get more services, more easily.
  - Community access points through the V-CAN increase the number of places your clients can apply for services.
  - Having more locations means less need for your clients to travel.
  - Access to application information in your office means that your clients can apply for services with you, a trusted local provider, without stigma of going to a “welfare office.”
  - Being a V-CAN member can help your clients get more services that you can provide on your own.
    - For example, instead of the same family visiting your food pantry every week, you can provide access or information to the family to apply for Food Stamps to get food assistance **and** job training and placement services.

# How Do I Join the V-CAN?

## Step 1: Choose your membership level.

### ■ Access Point

- Your clients use Internet, phone, fax and/or mail at your office to start or finish public assistance applications.

### ■ Referral

- Your clients learn about changes to the public assistance application process through free printed materials sent to your office.

### ■ Informational

- Your office gets updates when a change will occur to the public assistance application process.

# How Do I Join the V-CAN? (con.)

## ■ Access Point

- We will send your office “tip cards” for access tools, including:
  - Tent cards to place by public computers with application website and “Getting Started” instructions
  - Call Center tip cards for your clients to use to call the toll-free number
- Then, your office can provide access to new application tools, like the Internet application, Call Center toll-free number or fax machine.
- You can provide access to current clients only, or the public.
- You can provide access to any one or more of the tools – there is no requirement to provide everything (computer, phone, fax, etc.).
- Your office will receive information updates **and** printed materials for your clients about changes (see next slide)



# How Do I Join the V-CAN? (con.)

## ■ Referral

- We will send you printed materials for your clients, including:
  - Posters for your office with information about new application tools (what they can do on the Internet or phone, or send in by fax or mail).
  - Postcards to give to clients about how to use these new tools.
- Then, your office can share this information about changes to public assistance applications with your clients
- Your office will also receive information updates (see below)

## ■ Informational

- We will send your office information updates through e-mail regarding Eligibility Modernization, including:
  - Links to newsletters available on our website
  - Invitations to local meetings about the modernization

# How Do I Join the V-CAN? (con.)

## Step 2: Register to become a V-CAN member

- Complete the registration form on our website
  - Visit [www.in.gov/fssa](http://www.in.gov/fssa) and click “Eligibility Modernization”
  - Fill out the V-CAN Registration form
  
- Local Registration
  - We will register organizations in local areas at meetings in each region, two to three months before implementation of the new system (see last slide for schedule).
  - E-mail [vcn@us.ibm.com](mailto:vcn@us.ibm.com) to be added to the invitation list for these meetings

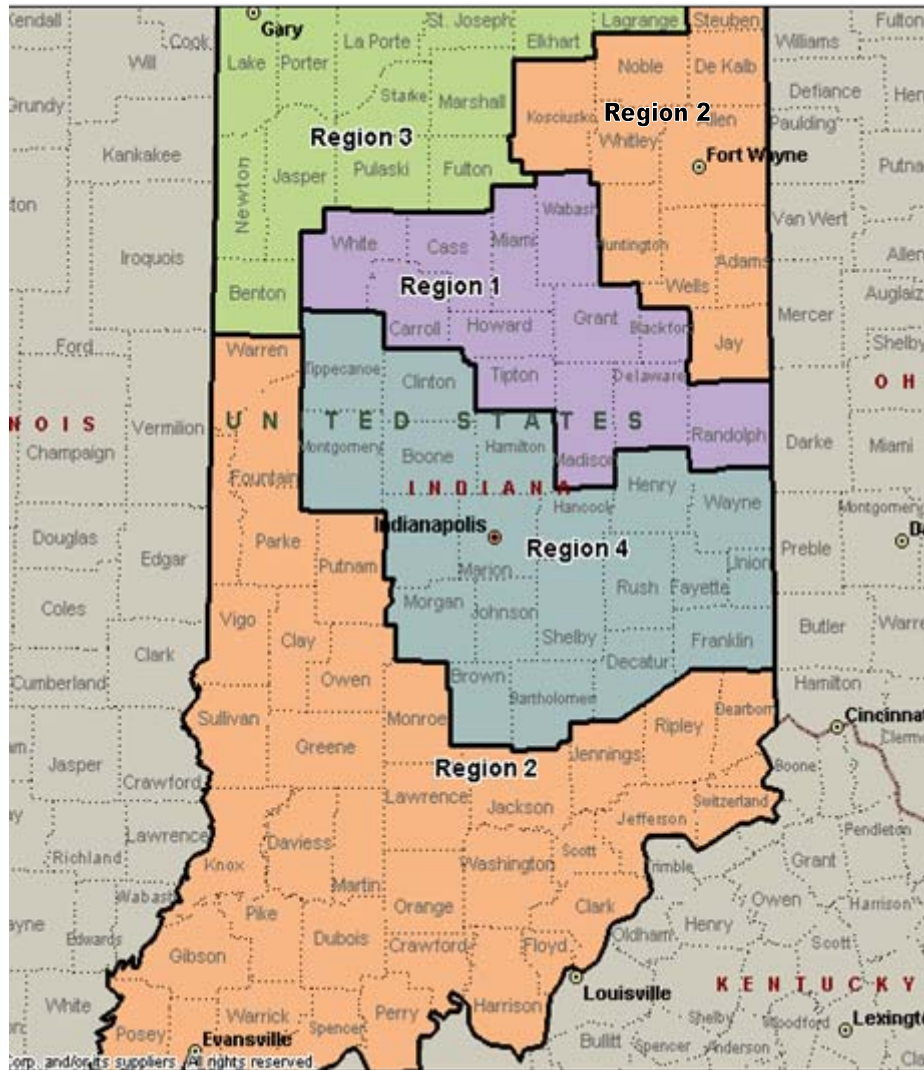
# Frequently Asked Questions

- Do I have to know if someone is eligible for public assistance?
  - No. V-CAN members will **not** and are not expected to determine eligibility. Only State workers do this. V-CAN members are only asked to let their clients use a computer, phone or fax to send application information or related documents.
- Do I have to serve everyone in my community?
  - No. V-CAN members decide the clients you provide with access to application information. You can choose to serve only your current clients, or to serve anyone in your area.
- Do I have to have a computer, phone and fax machine available to my clients?
  - No. V-CAN members can decide what access services will be offered at their location (could be only the phone, only the fax machine, only a computer, or all three).

# Frequently Asked Questions (con.)

- Can I change my membership level?
  - Yes. At any time, you can contact the IBM-led Coalition and let us know that you would like to change your level of V-CAN membership or discontinue your membership. Contact [vcan@us.ibm.com](mailto:vcan@us.ibm.com) to make a change.
  
- How will I learn about the new application tools?
  - We will have V-CAN Orientation Sessions in each region where the new system is starting. They will happen two to three months before the new tools are available (see next slide).
  - If you want to make sure your organization gets an invitation to your local meeting, fill out the V-CAN Registration form or e-mail [vcan@us.ibm.com](mailto:vcan@us.ibm.com).

# Regional V-CAN Orientation Sessions



## ***Tentative Regional V-CAN Orientation Meeting Schedule (subject to change)***

- Region 1: June 2007
- Region 2: September 2007
- Region 3: December 2007
- Region 4: January 2008